



Lobbyist Registration

User Guide

Department of
Business & Neighborhood Services

Applicant's User Guide
January 2017

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CREATING A CITIZEN ACCESS ACCOUNT

The lobbyist registration process is through the Department of Business & Neighborhood Services' (DBNS) web-based Citizen Access Portal. This application process allows applicants to file the lobbyist registration 100% electronically without having to visit DBNS's office.

Citizen Access Portal User Requirements

Internet Browser

The Citizen Access Portal will need one of the following web browsers:

Internet Explorer 10
Mozilla Firefox 29

Google Chrome 34
Safari 6

Navigating to the Citizen's Access Portal

The direct link to the Citizen Access Portal is:

<https://permitsandcases.indy.gov/citizenAccess/>

The Citizen Access Portal can be accessed through the DBNS website by using the link on the left side of the page.

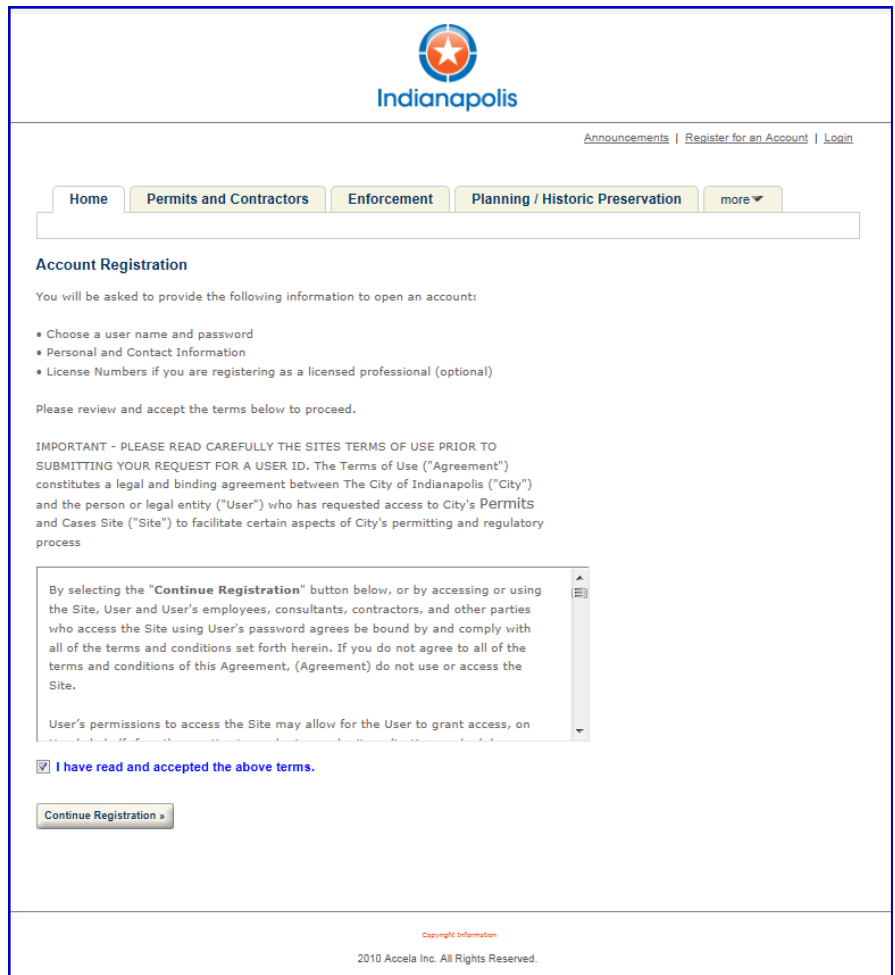
www.indy.gov/BNS

CREATING A CITIZEN ACCESS ACCOUNT

1. Account Login

On the Citizen Access Portal homepage, click the link labeled 'New Users,' located below the login fields, to create an account.

The next screen contains terms and conditions to create an account. Please read before proceeding.



The screenshot shows the 'Account Registration' page of the Indianapolis Citizen Access Portal. At the top is the Indianapolis logo. Below it are links for 'Announcements', 'Register for an Account', and 'Login'. A navigation bar includes 'Home', 'Permits and Contractors', 'Enforcement', 'Planning / Historic Preservation', and a 'more' dropdown. The main heading is 'Account Registration', followed by the instruction: 'You will be asked to provide the following information to open an account:'. A bulleted list specifies: 'Choose a user name and password', 'Personal and Contact Information', and 'License Numbers if you are registering as a licensed professional (optional)'. Below this is a prompt to 'Please review and accept the terms below to proceed.' An 'IMPORTANT' notice states that the Terms of Use constitute a legal agreement between the City and the user. A scrollable text box contains the full terms and conditions. At the bottom, there is a checked checkbox for 'I have read and accepted the above terms.' and a 'Continue Registration »' button. The footer includes 'Copyright Information' and '2010 Accela Inc. All Rights Reserved.'

CREATING A CITIZEN ACCESS ACCOUNT

2. Login Information

On the next screen, create a user name and password.

The user name and password created will be used to gain access into the portal.



The screenshot shows the "Account Registration Step 2: Enter / Confirm Your Account Information" page. At the top is the Indianapolis logo. Below it are links for "Announcements", "Register for an Account", and "Login". A navigation bar contains buttons for "Home", "Permits and Contractors", "Enforcement", "Planning / Historic Preservation", and a "more" dropdown. The main heading is "Account Registration Step 2: Enter / Confirm Your Account Information". A note states "* indicates a required field." Below this is a "Login Information" section with the following fields: "User Name:" (text input), "E-mail Address:" (text input), "Password:" (text input), "Type Password Again:" (text input), "Select a Security Question:" (dropdown menu with "--Select--" selected), and "Answer:" (text input). Each field has a question mark icon to its right.

CREATING A CITIZEN ACCESS ACCOUNT

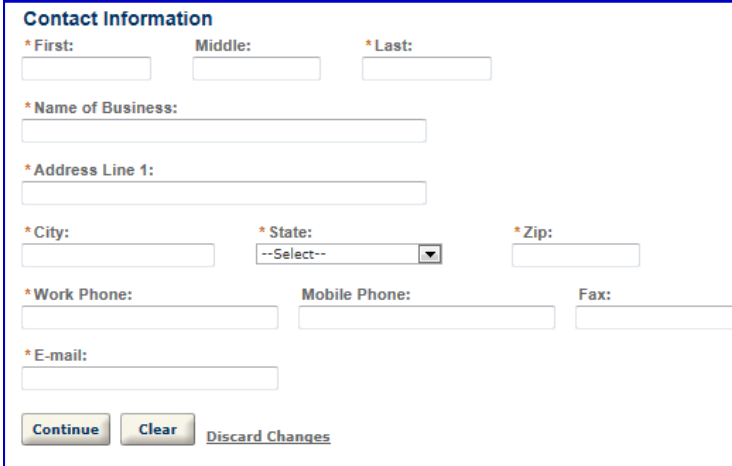
3. Contact Information

Below the Login Information, enter the contact information.

Click the 'Add New' button to proceed.

Input information in the popup screen and press the 'Continue' button.

Note: The email address entered will be used to verify the account in the next step.



Contact Information

* First: Middle: * Last:

* Name of Business:

* Address Line 1:

* City: * State: * Zip:

* Work Phone: Mobile Phone: Fax:

* E-mail:

[Discard Changes](#)

4. Continue Registration & Verification

After reviewing the contact information entered, click the 'Continue Registration' button to submit the new account request.



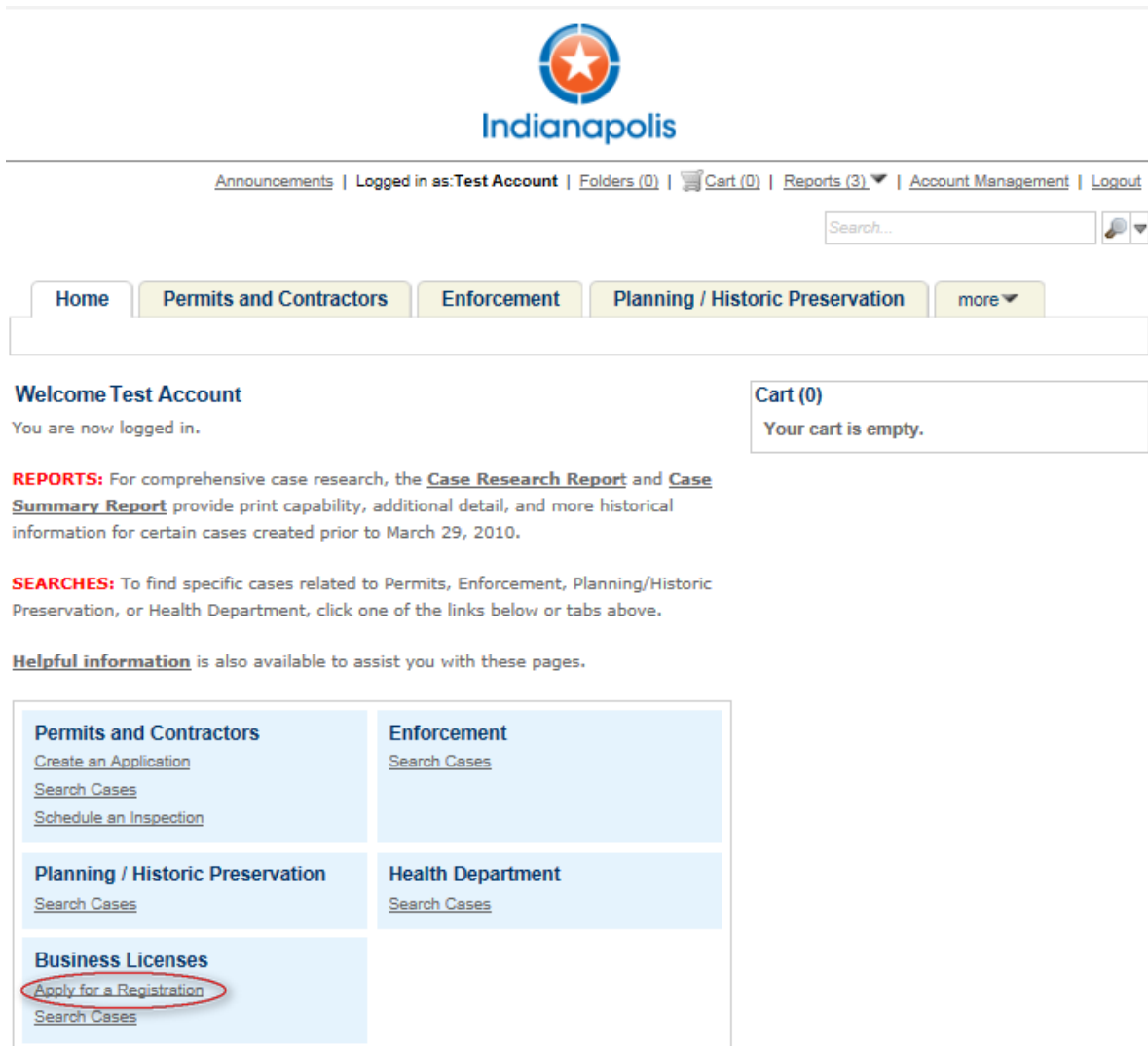
To complete the account creation, check your email for an email from BNS.noreply@indy.gov. Click the link in this email to verify the account email address and be directed back to the Citizen Access login screen. Your account cannot be used until this email verification link is clicked.

Applicants can now log in with the username and password and create a lobbyist registration.

CREATING THE LOBBYIST REGISTRATION

1. Opening a new registration

After logging into the Portal, click the link 'Apply for a Registration' under the Business Licenses heading.

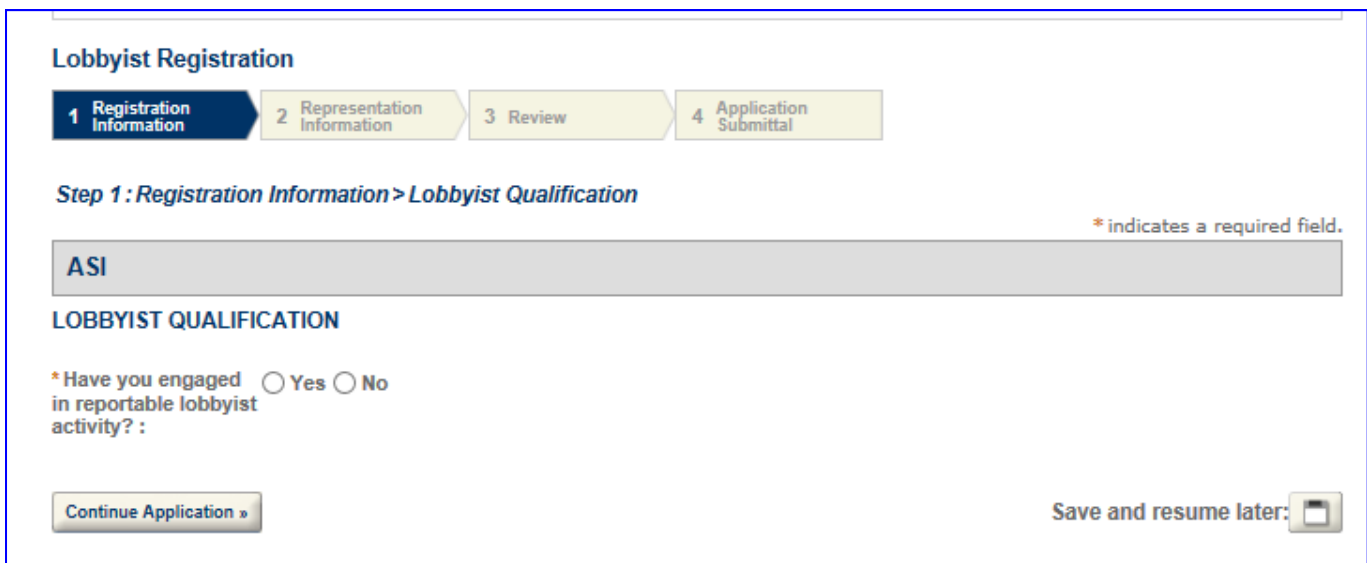


The screenshot shows the City of Indianapolis Portal dashboard. At the top is the Indianapolis logo. Below it is a navigation bar with links: [Announcements](#), [Logged in as: Test Account](#), [Folders \(0\)](#), [Cart \(0\)](#), [Reports \(3\)](#), [Account Management](#), and [Logout](#). There is a search bar on the right. Below the navigation bar are tabs: [Home](#), [Permits and Contractors](#), [Enforcement](#), [Planning / Historic Preservation](#), and a [more](#) dropdown. The main content area has a 'Welcome Test Account' message stating 'You are now logged in.' To the right is a 'Cart (0)' box stating 'Your cart is empty.' Below the welcome message are sections for 'REPORTS' and 'SEARCHES'. At the bottom is a 'Helpful information' link. A grid of service categories is displayed: 'Permits and Contractors' (with links for 'Create an Application', 'Search Cases', and 'Schedule an Inspection'), 'Enforcement' (with 'Search Cases'), 'Planning / Historic Preservation' (with 'Search Cases'), 'Health Department' (with 'Search Cases'), and 'Business Licenses' (with 'Apply for a Registration' circled in red and 'Search Cases').

CREATING THE LOBBYIST REGISTRATION

After clicking the link to start the registration, review the terms and conditions page and select the check box to access the registration.

The progress bar at the top of the application guides applicants through the steps of the registration. The 'Save and resume later' button at the bottom right of the screen allows applicants to save entered information and resume the registration at a later time.



The screenshot shows the 'Lobbyist Registration' application interface. At the top, there is a progress bar with four steps: 1. Registration Information (highlighted in blue), 2. Representation Information, 3. Review, and 4. Application Submittal. Below the progress bar, the current step is 'Step 1: Registration Information > Lobbyist Qualification'. A text input field contains the value 'ASI'. To the right of the input field, a note states '* indicates a required field.' Below the input field, the section is titled 'LOBBYIST QUALIFICATION'. A question is asked: '*Have you engaged in reportable lobbyist activity? :'. There are two radio buttons: 'Yes' and 'No'. At the bottom left, there is a 'Continue Application »' button. At the bottom right, there is a 'Save and resume later:' button with a document icon.

1. Qualification

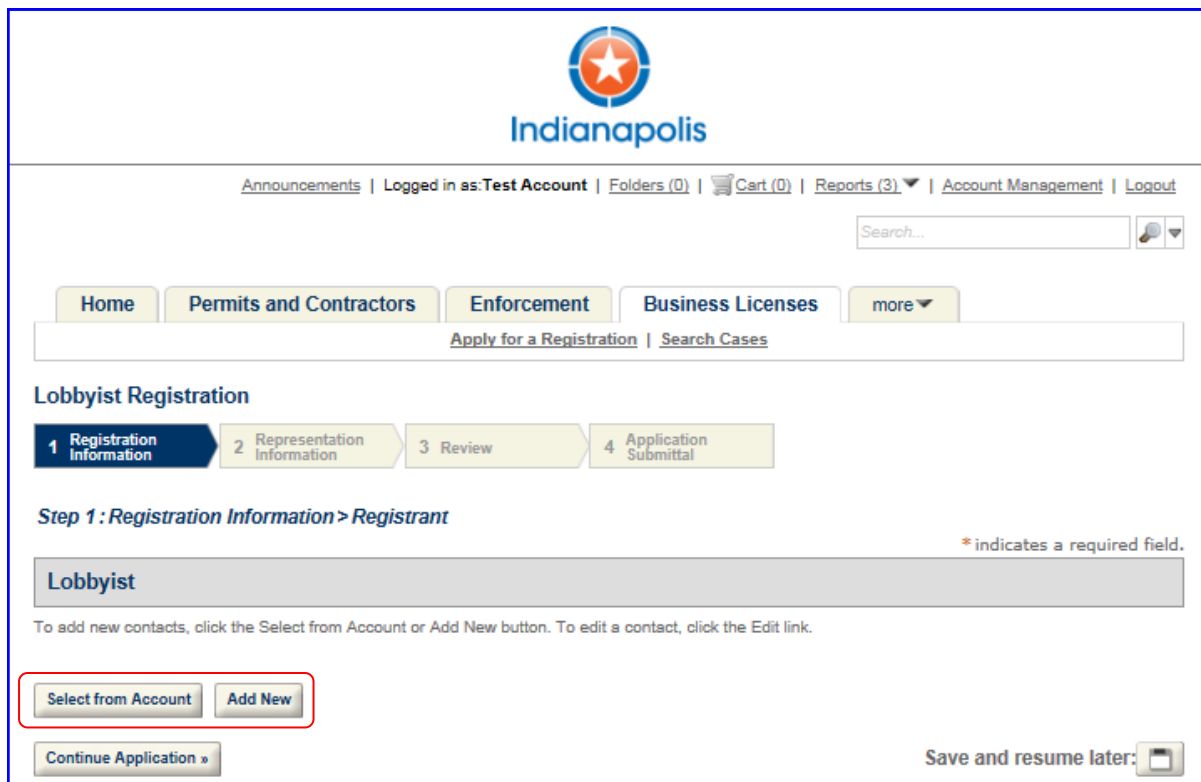
You will have to select whether or not you have engaged in lobbying activity at the City/County level that is required to be reported. The lobbyist registration ordinance with definitions and other resources can be found at www.indy.gov/lobbyist


If you select no, you do not need to report at this time. If needed, please use the 'Save and resume later' button and complete the application at a later date.

CREATING THE LOBBYIST REGISTRATION

2. Entering Lobbyist information on the registration

On the Registration Information page, enter the lobbyist's contact information. To use the contact information from the Citizen Access user account, click the 'Select from Account' button. Click the 'Add New' button to enter in new contact information.




Indianapolis

[Announcements](#) | [Logged in as: Test Account](#) | [Folders \(0\)](#) | [Cart \(0\)](#) | [Reports \(3\)](#) | [Account Management](#) | [Logout](#)

[Home](#) | [Permits and Contractors](#) | [Enforcement](#) | [Business Licenses](#) | [more ▾](#)

[Apply for a Registration](#) | [Search Cases](#)

Lobbyist Registration


1 Registration Information | 2 Representation Information | 3 Review | 4 Application Submittal

Step 1: Registration Information > Registrant

* indicates a required field.

Lobbyist

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Save and resume later: 

CREATING THE LOBBYIST REGISTRATION

3. Entering the representation information

On the Representation Information page, you will need to enter in the information for both the lobbyist's employer as well as any Real Party in Interest.

Employer

Select the 'Add new' button under the Employer heading. You will be prompted to enter in the information for business contact information.

Real Party in Interest

For each party the lobbyist represents, a new 'Real Party in Interest' contact will need to be added.

- Select the option for 'Add New'.
- You will be prompted to enter in the contact information for each Real Party in Interest.
- Before clicking the 'Continue' button, you will need to add the agencies that are lobbied to.
 - Click the button for 'Add a Row'
 - You will be prompted to select the agency and subject matter
 - Click submit.
- After all the agencies have been added, click the 'Continue' button.

Contact Information

* First:

Middle:

* Last:

Name of Business:

* Address Line 1:

* City:

* State:

* Zip:

* Primary Phone:

Alternate Phone:

Fax:

* E-mail:

Web Site:

Compensation Amount:

AGENCIES

Showing 0-0 of 0

Agency	Subject Matter Engagement
No records found.	

Add a Row

Edit Selected

Delete Selected

Continue

Clear

Discard Changes

After all the parties in interest have been added, click the 'Continue Application' button.

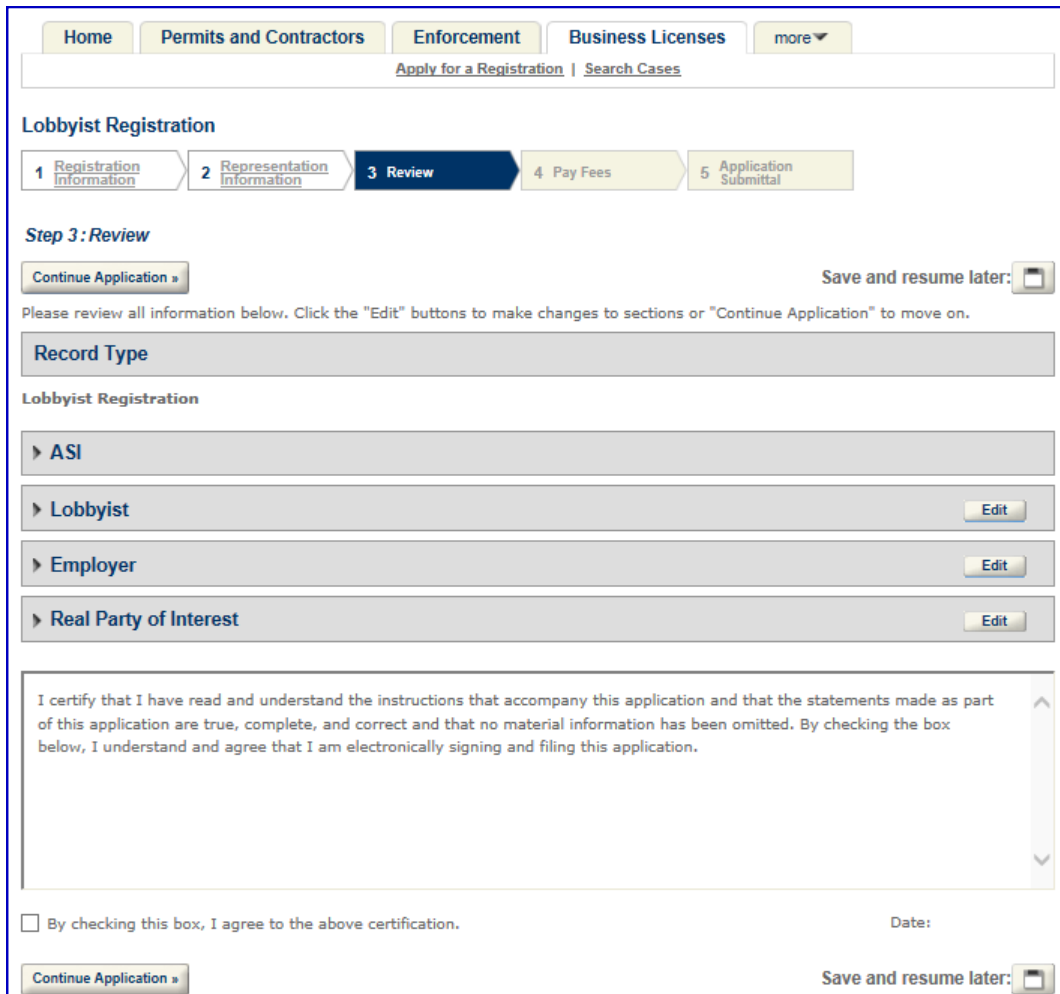
CREATING THE LOBBYIST REGISTRATION

4. Reviewing the submittal

This next screen provides a summary of the overall registration.

Please review the information entered.

Once you have reviewed your application, and read the disclaimer, check the box at the bottom and click the button for 'Continue Application.'



The screenshot shows the 'Lobbyist Registration' process at Step 3: Review. The navigation bar includes 'Home', 'Permits and Contractors', 'Enforcement', 'Business Licenses', and a 'more' dropdown. Below the navigation bar are links for 'Apply for a Registration' and 'Search Cases'. The 'Lobbyist Registration' section features a progress bar with five steps: 1 Registration Information, 2 Representation Information, 3 Review (current step), 4 Pay Fees, and 5 Application Submittal. Below the progress bar, there is a 'Continue Application' button and a 'Save and resume later' option with a document icon. A message states: 'Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.' The 'Record Type' section is titled 'Lobbyist Registration' and lists four categories: 'ASI', 'Lobbyist' (with an 'Edit' button), 'Employer' (with an 'Edit' button), and 'Real Party of Interest' (with an 'Edit' button). Below this is a large text area containing a certification statement: 'I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.' At the bottom, there is a checkbox labeled 'By checking this box, I agree to the above certification.', a 'Date:' field, and another 'Continue Application' button and 'Save and resume later' option.

CREATING YOUR LOBBYIST REGISTRATION

5. Payment

The fees page outlines the registration fee. When you click the button for 'Check Out', the fee will be added to your shopping cart.

In the shopping cart, you will have two options:

- Click on the button for 'Continue Shopping'
This will allow you to go back to your list and start another registration. Using the shopping cart, you can pay for multiple registrations at the same time.
- Click the button for 'Check Out'
This will take you directly to the payment screen where it will ask for your payment information.

Once you click the option to 'Check Out', you will be redirected to the City's third party payment processor's page to pay the registration fee with a credit card or an echeck. Please note the third party processor will assess a processing fee (3.2% for a credit card payment and \$.95 for an echeck).

On the next few pages, you will be prompted to enter in the credit card information or account information for an echeck.

Note: The payment receipt will be sent to the email address entered on this page.

AMENDING A LOBBYIST REGISTRATION

1. Navigate to the registration

After logging into the Portal, click the tab for 'Business Licenses'
*You may have to click the tab for 'More' first.

How To Instructions
[Creating an ACA User Account](#)
[Frequently Asked Questions](#)
[Instructions for Uploading Documents](#)

Home
Permits and Contractors
Enforcement
Business Licenses
more ▼

[Create a Registration](#) | [Search Cases](#)

Licenses

Showing 1-3 of 3 | [Download results](#) | [Add to folder](#) | [Add to cart](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Action
<input type="checkbox"/>	09/22/2016	LBY16-000062	Lobbyist Registration		Lobbyist Name	Amendment
<input type="checkbox"/>	09/16/2016	16TMP-022851	Lobbyist Registration			Resume Application
<input type="checkbox"/>	05/10/2016	16TMP-011073	Landlord Application			Resume Application

Select the lobbyist you want to modify by clicking the word 'Amendment' in the right column.

Please note, this option will not be available after the January 15th reporting cut-off.

2. Updating your information

After you click the 'Amendment' option, you will see the same screens as the initial registration. This will give you the option to edit any currently reported information and to add additional information.

On Step 2, Contact List, you can use the 'Add New' button to add any additional Real Parties in Interest.

You can use the 'Edit' link on the right side to change any information that has already been entered.

Lobbyist Amendment

1 Step 1

2 Step 2

3 Review

4 Application Submittal

Step 2: Step 2 > Page 1

* indicates a required field.

Contact List

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Required Contact Type	Minimum
✓ Lobbyist	1
✓ Lobbyist Employer	1
✓ Lobbyist Real Party in Interest	1

Select from Account


Add New

✓ Contact removed successfully.

Showing 1-3 of 3

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
Jane Customer	Company Name	Lobbyist Real Party in Interest	317-327-8976		Email@email.com	<u>Edit</u> <u>Delete</u>
Mary Jones	Lobbying Company	Lobbyist Employer	317-327-8976		Mary@email.com	<u>Edit</u> <u>Delete</u>
John Lobbyist	Lobbying Firm/Employer	Lobbyist	317-327-8976		John.lobbyist@testemail.com	<u>Edit</u> <u>Delete</u>

Continue Application »

Save and resume later: 


Click the link for 'Continue Application' when all changes have been made to the registration.

3. Review and submittal

Upon continuing the application, you will be shown a summary page where you can review the changes prior to submitting the changes.

If you need to make additional changes, you can use the 'Save and Resume later' option or you will also be able to start over with a new amendment later on.

[Continue Application »](#)

Save and resume later: 

Once all changes are verified, click the button for 'Continue Application.' This will take you to the confirmation page and apply your changes to the registration record.


[Home](#)
[Permits and Contractors](#)
[Enforcement](#)
[Business Licenses](#)
[more ▾](#)

[Create a Registration](#) | [Search Cases](#)

1 Select item to pay
2 Payment information
3 Receipt/Record issuance

Step 3: Receipt/Record issuance

Receipt



Your submittal has been processed. If payment was applied, you should receive an email with your payment confirmation.

Still Have Questions?

Permits: Structural, Electrical, Heating & Cooling, Plumbing, Improvement Location & Wrecking permits email PermitQuestions@Indy.gov or call 317-327-8700.

Right of Way & Encroachment Permits – Right-of-Way and Encroachments permits email Row@Indy.gov or call 317-327-8700.

Infrastructure Permits – Drainage, Flood, Street Construction, Driveway email Infrastructure@Indy.gov or call 317-327-8700.

Notifications and Inspections: Please email ConstructionServices@Indy.gov.

Licenses, Landlord Registration, Lobbyist Registration, Contractor Licensing, Fees/Payments and other Questions or Additional Assistance: Contact Contractors@Indy.gov or call 317-327-8700.

[Print/View Summary](#)

There is no limit on the number of times a registration can be amended prior to the January 15th reporting deadline.

USER HELP AND DBNS CONTACTS

For all questions related to the lobbyist registration, please contact:

[Department of Business & Neighborhood Services](#)

Phone: 317.327.4316

Email: licensing@indy.gov

Check registration status online:

<https://permitsandcases.indy.gov/citizenaccess/>